

Lamoille County Mental Health Services

Board of Director's Meeting Minutes

9/21/22

Hybrid meeting via Zoom and in-person

Board Members present: Sharon Menard, Stacey Madden, Zach Williams, Luke Jandreau, Fred Ober, Saudia Lamont, Mike Feulner, Cindy Morin, Mary Anne Lewis

Absent: Susan Kimmerly, Scott Kirkpatrick, Polly Manosh, Chip Troiano

Staff present: Michael Hartman, Jennifer Stratton, Judy Rex, Annie Paumgarten, James Heath,

Guests: N/A

Meeting called to order at 5:07 p.m.

Mr. Ober started the meeting by asking for an addition to the meeting agenda to add in the vote on the new slate of officers.

Per Mr. Jandreau the following slate of officers was proposed for FY 22-23:

President: Luke Jandreau

Vice President: Fred Ober

Treasurer: Currently Zach Williams, however he is stepping down from the Board. Therefore, Stacey Madden was suggested.

Secretary: Mary Anne Lewis

Mr. Feulner made a motion to approve the slate as above and Ms. Lewis seconded it. However, Ms. Madden voiced concerns that there may be a conflict of interest as she works for Union Bank. She also needs to understand the time commitments before agreeing to this position.

Therefore, Mr. Feulner withdrew his nomination of Ms. Madden as treasurer, and this will be discussed and voted on again at the October meeting. The motion passed with no opposition as stated above for the other officers.

Approval of Minutes: Mr. Jandreau made a motion to approve the minutes from July. Mr. Williams seconded the motion. There was a discussion regarding a few typographical errors. By unanimous vote, the minutes from the July meeting were approved with the noted amendments.

Fundraising: Ms. Rex wants to do local fund raising in Lamoille County and will work on a direct mail campaign next year. Ms. Rex was also interested in working on an annual golf tournament. Ms. Menard recommended that Ms. Rex contact Ms. Manosh as she has organized a golf tournament for LCHMS as well as many other tournaments in the past. Ms. Rex will also appeal to Stowe restaurants to help with fundraising for upgrading the current commercial kitchen at Harrell Street. (Salvation farms as well as UVM ___?_ have expressed an interest in using this kitchen, but it must be updated first.)

Fundraising will be added to the monthly agenda.

Presentation: Annie Paumgarden presented on the Outcomes regarding Staff Turnover. This study looks at the number of separations quarterly. In general, DS has remained consistent in staffing numbers, Adult and Children's has had a decrease in turnover and Administration has had an increase in turnover. Children's tends to have seasonal variations as staff tend to leave at the end of the school year. The question was asked how the turnover rate of LCHMS compares to other similar agencies and how the data compared to turnover rates in general. Ms. Paumgarden did not know the answers to these questions but will check with Amy Fitzgerald from H.R. It was also discussed that it would be helpful to know *why* people left. This information is often determined at the exit interview, however that is optional, and many people do not do an exit interview. There was also the question of how many people that leave come back as rehires, and that information was not available at this point. Ms. Paumgarden will ask Ms. Fitzgerald to check rehire dates. It was noted that more people in higher salary positions have left recently. Mr. Jandreau asked the question that if pay was not the issue, then what was driving the departures?

Annual Meeting Planning: Ms. Stratton has sent out "Save the Date" cards to staff and community partners. There will be pre-registration as it will be a hybrid meeting (in person and Zoom). The maximum number of individuals in the conference room is 20 to 25 people. The Zoom capacity is 500. The Zoom invite will also be sent to the local papers. The request has been sent out to staff to get nominations for the Shirley Hayden award. There will also be a Community Partner Award that will be determined by Senior Leadership Team. Several consumers will briefly showcase their success stories at the annual meeting.

SLT is providing information for the annual report, and this will be printed in-house.

CEO Report: (please inset here)

Mr. Feulner asked about the status of the Transitional House. Mr. Hartman related that there were many constructed related problems. For example, the house needs special heavy-duty windows, however they were not installed properly and now they are unable to be opened all the way. And unfortunately, the even bigger issue is hiring the people to staff it. There have been 2 staff hired as well as a house manager. The agency is trying to be creative regarding staffing. Upper Valley Services was willing to send 3 staff to LCHMS as they had an individual that needs the bed. It was determined that LCHMS will send staff to VCIN (Vermont Crisis Intervention Network) bed. Many of the individuals that would benefit from this house will require 2:1 staffing.

Finance Report:

The assessment of the Hyde Park property has been completed. It has been listed with Sue Martin and Company for \$95,000. Ms. Menard asked what the money from this sale was earmarked for. This has not yet been designated.

Mr. Heath is working with Tina Norton at Union bank to establish a \$500,000 line of credit to be utilized for cash flow if billing is not submitted on time. There have been issues with personnel and software in the Billing Department. A new person has been hired that has 20 years of experience with Mental Health and medical billing.

The agency has received an 8% increase from DAIL on Developmental services.

There is a 401K audit due to the IRS by 10/15.

The Copley House and Johnson Group Home audit are underway and reportedly going smoothly.

The LCMHS audit will be completed the first week of October and will look at finances, and reconciliation of Medicaid funds.

Year-end finances are still being finalized. There is currently a \$736,555 deficit due to operational expenses and unbudgeted payroll raises. The agency did not meet the case rate review count and therefore owes a \$257,000 payback. This is due to Avatar reporting issues and will hopefully be credited/negated. There may also be a need for payback on the ABA program.

There still is not a signed contract from the State on the Master Agreement. Therefore, the increase in monies has not yet been realized. The rate of inflation has played a huge role in the operations of the agency.

There was a meeting regarding the health care package. There has been a 23% increase on the premiums (\$500,000). 18% increase had been budgeted, but not 23%. Mr. Heath is continuing to investigate this further.

The agency received \$700,000 from the Vermont Health Care Stabilization Grant. According to an audit, the agency needs to pay back \$614,000 of that grant. Another audit states that the claims used for that money were legitimate: COVID test kits, COVID testing of employees, PPE, sterile wipes, rental space at Northgate Plaza, etc.

Additional retention bonuses in 2020 resulted in \$326,000 of expenses.

Committee meeting reports:

(insert here)

Update on equity retreat/DEI: Ms. Lewis reported that there 10 Board members and SLT that attended the Equity Integration Retreat in Plainfield in August. The retreat aimed at providing a shared understanding why shifting organizational norms/processes and building new organizational culture to the organization is important so that we can embrace equity and can live true to the mission of the agency. These changes are a process and will be a gradual shifting towards new language and communication processes, new ways to approach meeting facilitation and new cultural norms that embrace race, gender, ability, and class equity. One of the first steps is to develop “agreements” for the Board members. These will be two-fold: one for the logistics/expectations for Board members (for example, attendance and participation) and one will be a “Human *KIND*” agreement. These are currently being drafted by the retreat planning “pod” (Mr. Jandreau, Mr. Feulner, Ms. LaMont, and Ms. Lewis).

Mr. Jandreau stated that he would like the Board meeting agendas to be more fluent, and less held to strict timelines. More to follow.

Mr. Feulner thanked Ms. Lewis for organizing the retreat and to all those who attended.

Mr. Hartman reported that Auburn Watersong has been hired by the agency as a DEI consultant. Ms. Watersong has done conflict resolution for the State as well as staff and consumer conflict resolution. She is familiar with the work of Rae Carter who provided our training and will be helpful to bring all the pieces together.

Ms. LaMont stated that the Lamoille Health Equity Collaborative has received a \$150,000 grant and that perhaps LCMHS could apply for part of that to be creatively used for those struggling

with mental health challenges. Ms. LaMont continues to bring up the issue of Mental Health in Health Equity.

CSFY Standing Committee: Ms. LaMont reported that they are looking at changing the meeting times to be able to accommodate more individuals. They are trying to use best communication practices with an intentional process.

New Business:

Ms. Menard and Mr. Williams will be attending the Annual meeting in October and then they are both leaving the Board. Ms. Menard has served the maximum time of three consecutive three-year terms and said she was happy to have served. Mr. Williams has relocated to a different county and wants to focus his time on an agency within his own county. Mr. Williams thanked Mr. Ober and Ms. Menard for being his “sidekicks” and said he is leaving the Board “in good hands.” Both Board members have been appreciated and will be greatly missed.

The Annual Meeting will be Wednesday, October 19th from 5:00 to 6:30 p.m. Appetizers will be served starting at 4:30. There will be a Board meeting immediately following the Annual Meeting.

By unanimous vote the meeting was adjourned at 6:57 p.m.